



SETUP GUIDE

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# Polycom® SoundStation® IP 7000 Phone



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## **Polycom® SoundStation® IP 7000 Phone Setup Guide**

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# About This Guide

Thank you for choosing the Polycom® SoundStation® IP 7000 conference phone. This conference phone provides multi-person audio and video conferencing capabilities for medium to large conference rooms within a Session Initiation Protocol (SIP) internet telephony system.

This guide provides everything you need to know to quickly set up your new conference phone. Verify with your system administrator that the network is prepared for configuring the conference phone. Also, read the Parts List and the Safety and Compliance section in this guide before you set up the conference phone.

This guide includes regulatory compliance information that your system administrator should review. You can also view this guide from the [SoundStation IP 7000 Support Web page](#).



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## Setting Up Your Phone

This chapter provides basic setup instructions and information for obtaining the best performance from your SoundStation IP 7000 conference phone.

The topics include:

- [Parts List](#) on page 1-2
- [Installing Your Phone](#) on page 1-3
- [Registering Your Phone](#) on page 1-16

To read about how to customize and use your phone, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available from the [SoundStation IP 7000 Support](#) page.

If you require additional information or assistance with your new phone, see your system administrator.

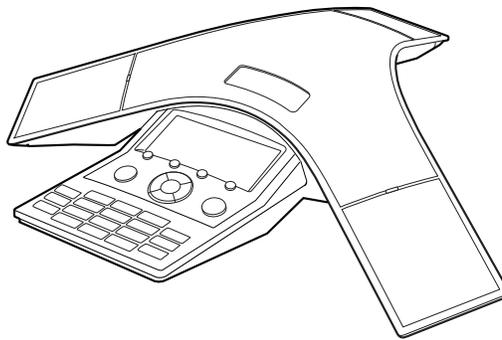
## Parts List

The following items are included in your basic phone package:

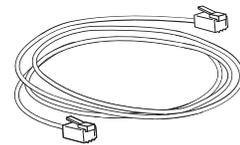
- SoundStation IP 7000 Conference Phone
- 7.6m (25ft) Network Cable
- Quick Start Guide

Make sure your conference phone package contains each item. If any item is missing, see your system administrator.

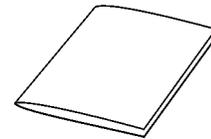
SoundStation IP 7000 Conference Phone



7.6m (25ft) Network Cable



Quick Start Guide



## Optional Accessories

The following items are optional accessories for your phone:

- AC Power Kit with:
  - Power Adapter
  - Regional Power Cord
  - Power Insertion Cable
- Multi-Interface Module Package with:
  - Multi-Interface Module
  - 3.6m (12ft) Network Cable (10-pin)
  - Power Adapter
  - Regional Power Cord
- 7.6m (25ft) Console Interconnect Cable
- External Microphone Kit with two SoundStation IP 7000 analog expansion microphones
- One Polycom® Microphone Array with cable

- Mobile Device Cables (2.5mm and 3.5mm)
- Computer Calling Cable
- Video Kit with:
  - Polycom® Microphone Array Cable

## Installing Your Phone

This section describes how to install your phone. It includes the following topics:

- [Connecting Network and Power Sources](#) on page 1-3
- [Connecting Optional External Microphones](#) on page 1-8
- [Connecting Optional Auxiliary Audio Components](#) on page 1-11
- [Connecting Optional Video Components](#) on page 1-13

## Connecting Network and Power Sources

### Note

When you connect your phone to a Polycom® HDX® system or Polycom® RealPresence® Group system, you do not need to connect your phone to a power source. To set up your phone with a Polycom HDX system or Polycom RealPresence Group system, see [Connecting Optional Video Components](#) on page 1-13.

There are four ways to connect your phone to the network and a power source. Your system administrator can tell you which of the following methods best suits your teleconferencing needs:

- Power over Ethernet (PoE)
- AC Power (One Phone)
- AC Power (One Phone, with Multi-Interface Module)
- AC Power (Two Phones, with Multi-Interface Module)

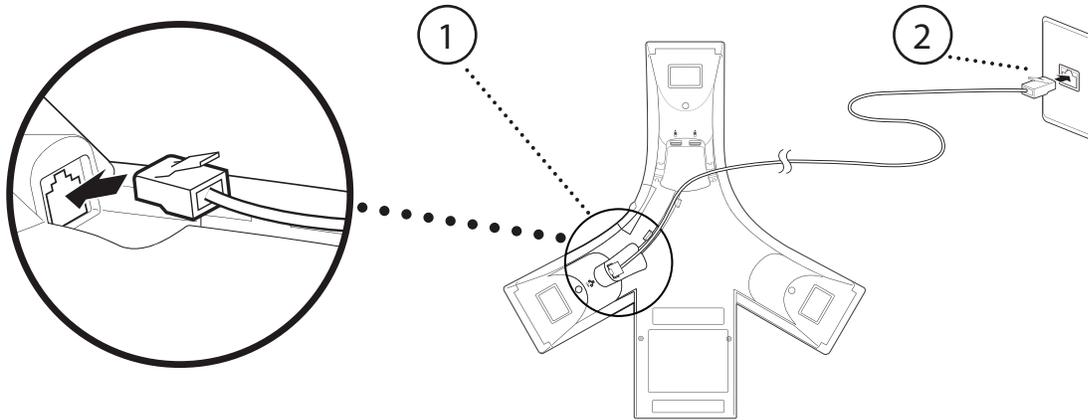
### Connecting Your Phone Using a Power over Ethernet Source

Power over Ethernet is the default connection for your phone.

### Note

AC power adapters are not included in the PoE package. If you require one, see your system administrator.

The following figure shows how to connect your phone to the network using a PoE source and the 7.6m (25ft) Network Cable.



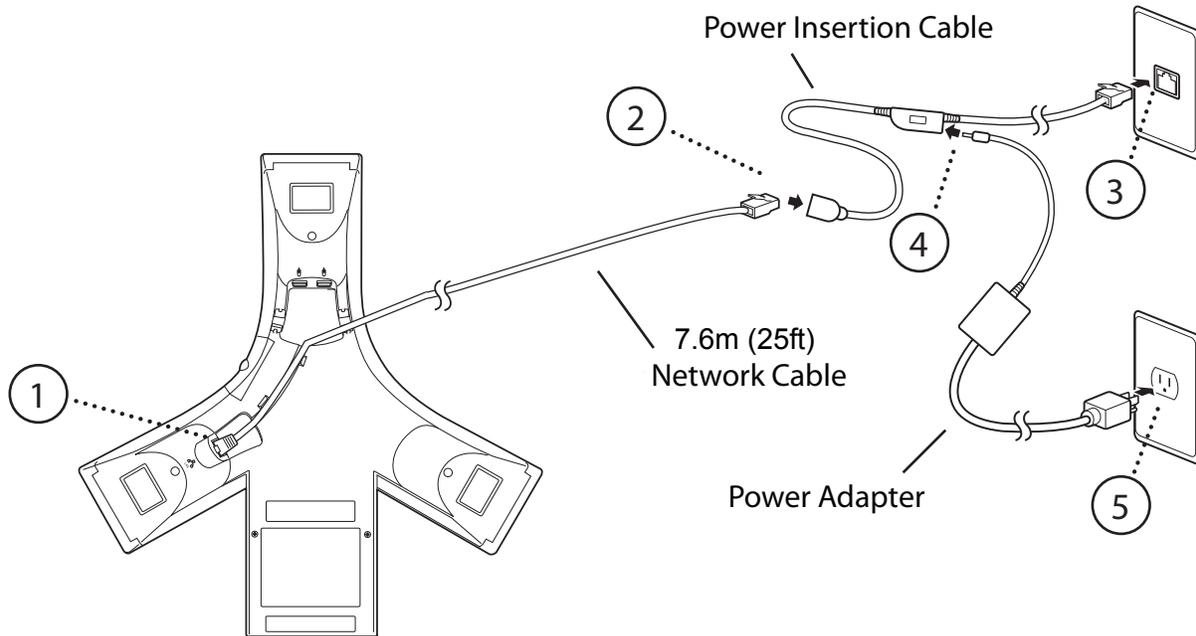
**To connect your phone using a PoE source:**

1. Connect the 7.6m (25ft) Network Cable to the LAN jack on your phone.
2. Connect the other end of the 7.6m (25ft) Network Cable to an available LAN port on the wall or hub/switch device port.

**Connecting Your Phone Using AC Power (One Phone)**

If a PoE source is not available, connect your phone to an AC power source. To connect your phone to an AC power source, make sure you have the optional AC Power Kit (containing a Power Adapter, Regional Power Cord, and a Power Insertion Cable).

The following figure shows how to connect your phone to an AC power source.



**To connect your phone to an AC power source:**

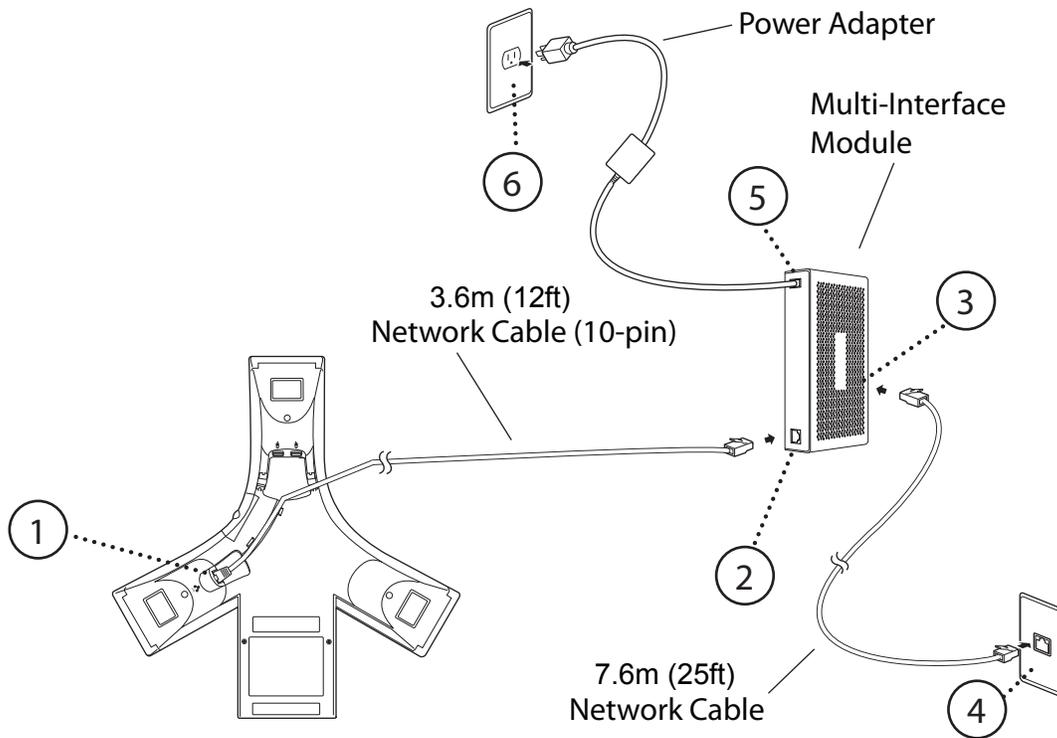
1. Connect the 7.6m (25ft) Network Cable to the LAN jack on your phone.
2. Connect the other end of the 7.6m (25ft) Network Cable to the Power Insertion Cable.
3. Connect the Power Insertion Cable to an available LAN port on the wall or hub/switch device port.
4. Connect the Power Adapter to the Power Insertion Cable.
5. Connect the other end of the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

**Connecting Your Phone Using AC Power (One Phone, with Multi-Interface Module)**

You can connect one phone to an AC power source and the Multi-Interface Module. In this way, you have access to the auxiliary audio connectors on the module so you can connect speakers, wireless (lapel) microphones, and recording devices and computers (to record phone calls).

Before you set up a phone using the Multi-Interface Module, make sure you have the optional Multi-Interface Module Package (containing a Multi-Interface Module, 3.6m (12-ft) Network Cable (10-pin), Power Adapter, and Regional Power Cord).

The following figure shows how to connect your phone to an AC power source and the Multi-Interface Module.



**To connect your phone to an AC power source and the Multi-Interface Module:**

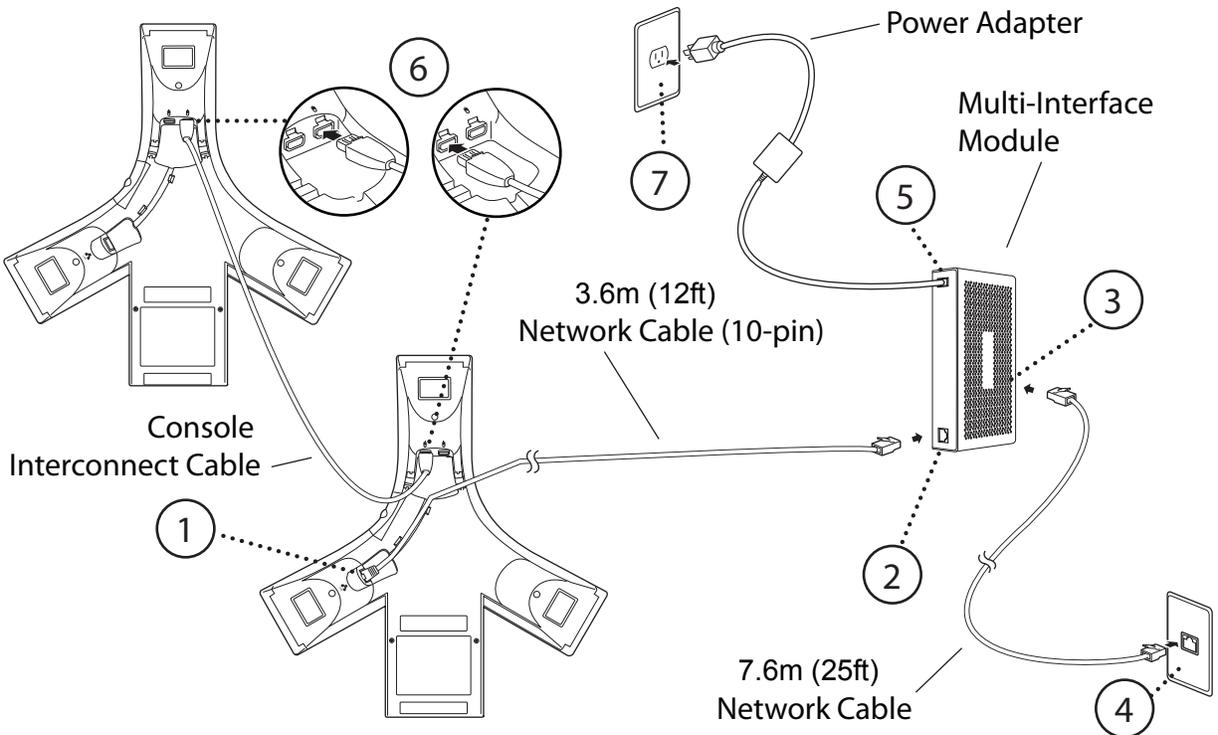
1. Connect the 3.6m (12ft) Network Cable (10-pin) to the LAN jack on your phone.
2. Connect the other end of the 3.6m (12ft) Network Cable (10-pin) to the Multi-Interface Module.
3. Connect the 7.6m (25ft) Network Cable to the Multi-Interface Module.
4. Connect the other end of the 7.6m (25ft) Network Cable to an available LAN port on the wall or hub/switch device.
5. Connect the Power Adapter to the Multi-Interface Module.
6. Connect the other end of the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

**Connecting Your Phone Using AC Power (Two Phones, with Multi-Interface Module)**

If you have a larger room configuration, you can connect up to two phones together. In this case, the phones act as one phone and display the same information. For more information on how to use your phone when two phones are connected, see your system administrator.

Before you connect two phones together, make sure you have the optional Multi-Interface Module Package (containing a Multi-Interface Module, 3.6m (12-ft) Network Cable (10-pin), Power Adapter, and Regional Power Cord) and the optional Console Interconnect Cable.

The following figure shows how to connect two phones to the network using AC power.



**To connect two phones to an AC power source:**

**Warning**

Make sure you connect the two phones and the Multi-Interface Module before you connect the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

1. Connect the 3.6m (12ft) Network Cable (10-pin) to the LAN jack on the first phone.
2. Connect the other end of the 3.6m (12ft) Network Cable (10-pin) to the Multi-Interface Module.
3. Connect the 7.6m (25ft) Network Cable to the Multi-Interface Module.
4. Connect the other end of the 7.6m (25ft) Network Cable to an available LAN port on the wall or hub/switch device.
5. Connect the Power Adapter to the Multi-Interface Module.

6. To connect phones, plug one end of the Console Interconnect Cable into one of the microphone connectors on the first phone and the other end of the cable into one of the microphone connectors on the second phone.

**Warning**

When you insert the cable into a microphone connector, make sure the pins on the cable line up with the microphone connector so that the cable inserts easily. If you insert the Console Interconnect Cable upside down, you may damage the phone.

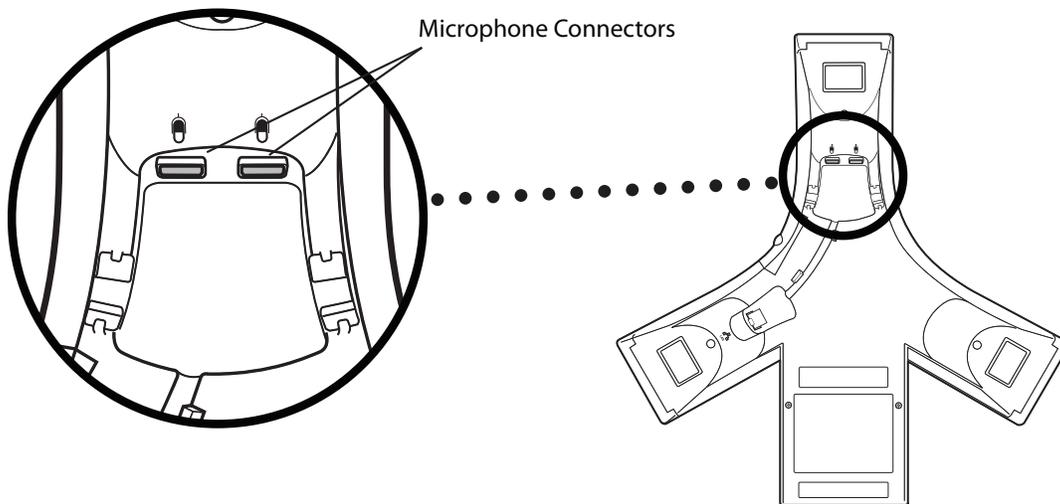
7. Connect the other end of the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

## Connecting Optional External Microphones

You can connect microphones to your phone using an optional External Microphone Kit. Depending on the External Microphone Kit you have, your kit will contain either two SoundStation IP 7000 expansion microphones (analog), or two Polycom Microphone Arrays (digital).

You connect microphones to the microphone connectors on your phone. Your phone has two microphone connectors.

The following figure shows the microphone connectors on the back of your phone.



How you connect microphones depends on how you power your phone, whether you have a one or two-phone setup, and if your phone is connected to a Polycom HDX system or Polycom RealPresence Group system:

- For information on how to connect microphones to a single phone setup, see [Connecting Microphones to a Single Phone Setup](#) on page 1-9.
- For information on connecting microphones to a two-phone setup, see [Connecting Microphones to a Two-Phone Setup](#) on page 1-9.
- For information on attaching microphones to your phone when your phone is connected to a Polycom HDX system or Polycom RealPresence Group system, see [Connecting Optional Video Components](#) on page 1-13.

### Connecting Microphones to a Single Phone Setup

You can attach up to two analog expansion microphones or two Polycom Microphone Arrays to a single phone setup. You can daisy-chain two Polycom Microphone Arrays. You cannot daisy-chain analog expansion microphones.

#### Note

When you connect Polycom Microphone Arrays to your phone, you must connect your phone to an AC power source and a Multi-Interface Module. For information on connecting your phone using AC power and a Multi-Interface Module, see [Connecting Network and Power Sources](#) on page 1-5.

#### To connect microphones to a single phone setup:

- >> Connect the free end of a microphone cable to one of the microphone connectors on your phone.

To attach two microphones, connect the free end of the other microphone cable to the other microphone connector on your phone. (Or, if you are attaching Polycom Microphone Arrays, you can daisy chain two microphones to one microphone connector on your phone.)

### Connecting Microphones to a Two-Phone Setup

You can attach up to two analog expansion microphones or one Polycom Microphone Array to a two-phone setup.

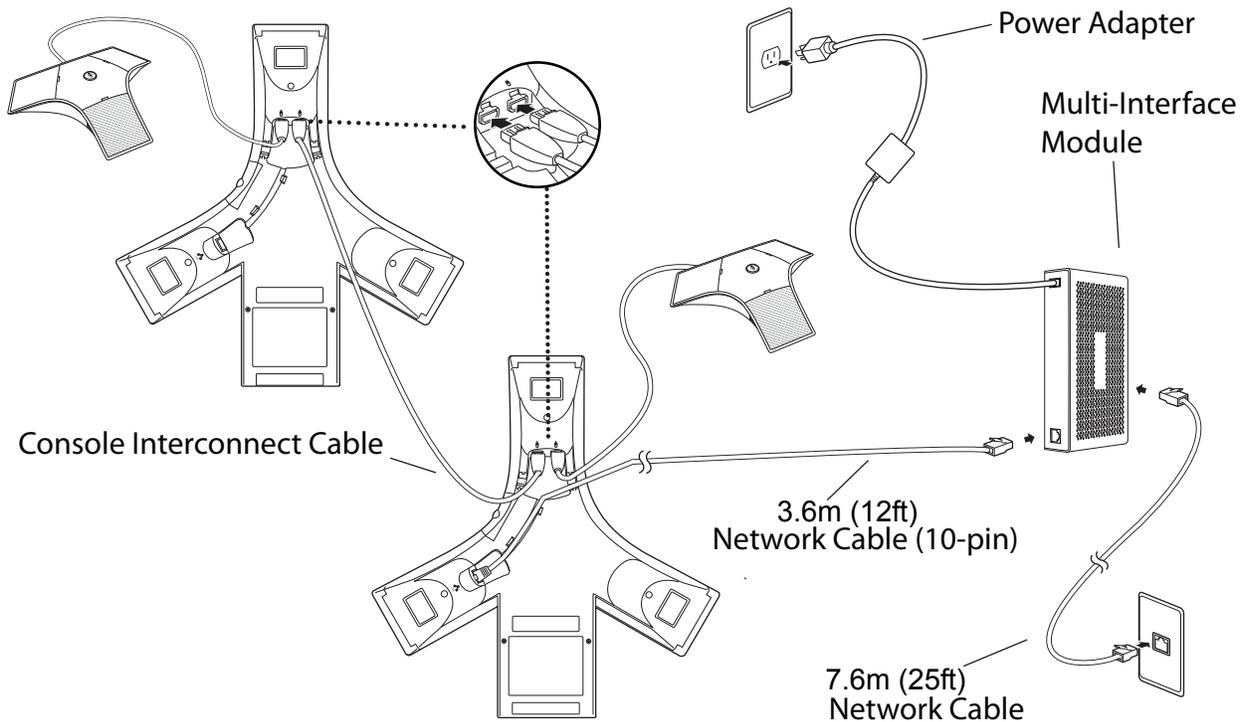
You can connect an analog expansion microphone to just one of the phones, or connect an analog expansion microphone to each phone. You can connect a Polycom Microphone Array to one phone only; you cannot connect a Polycom Microphone Array to each phone.

**To connect microphones to a two-phone setup:**

>> Connect the free end of a microphone cable to the available microphone connector on one of the phones. It does not matter which phone you attach the microphone to.

If you want to attach two analog expansion microphones, connect the other analog expansion microphone to the microphone connector on the other phone.

The following figure shows a two-phone setup with two analog expansion microphones (the maximum number you can attach for this setup).



## Connecting Optional Auxiliary Audio Components

You can connect various auxiliary audio components, such as wireless (lapel) microphones, speakers, and recording devices and computers (to record phone calls) to your phone. You can also connect your conference phone to audio from a mobile device or a computer calling application.

You connect audio components to one of the following connectors:

- 2.5mm audio connector on your conference phone – to hear audio from mobile devices and computer calling applications.

To connect a mobile device to your conference phone, you require the optional Mobile Device Cable. To connect a computer calling application to your conference phone, you require the optional Computer Calling Cable.

- Audio connectors and ports on the Multi-Interface Module – to connect wireless (lapel) microphones, speakers, and recording devices and computers (to record phone calls).

To connect audio components to the Multi-Interface Module, see your system administrator.

After you connect an auxiliary audio component to the Multi-Interface Module, you must enable the component. To enable the component, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available from the [SoundStation IP 7000 Support](#) page.

### Note

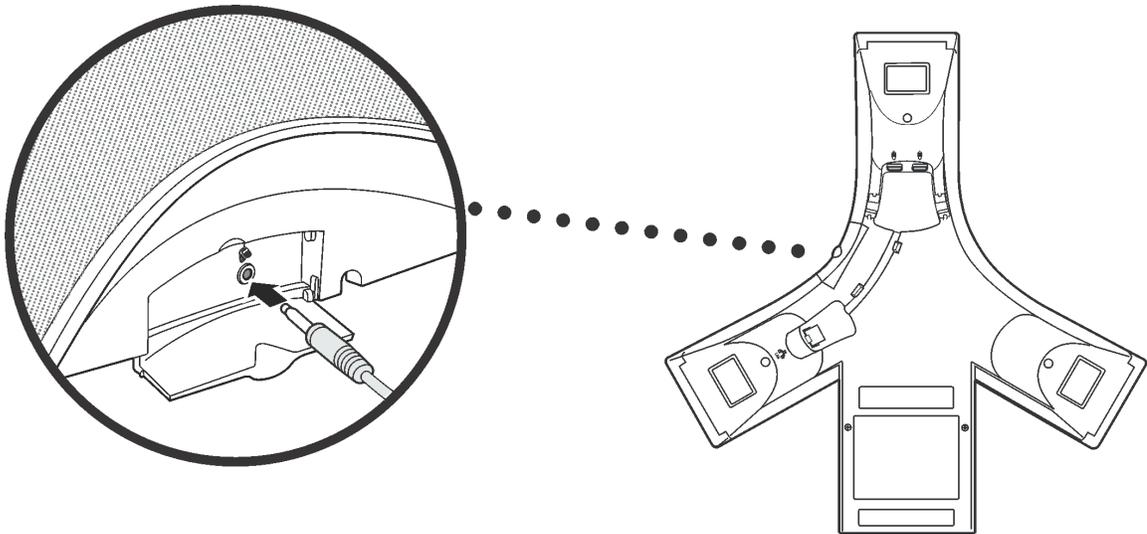
You do not have to enable audio from a mobile device or from a computer calling application. This audio is automatically enabled when you connect the Mobile Phone Cable or the Computer Calling Cable to the 2.5mm audio connector on your conference phone.

### 2.5mm Audio Connector on Phone

Your conference phone has a 2.5mm audio connector to connect to a mobile device or to a computer calling application. You connect a mobile device or computer calling application so you can use the conference phone speaker to stream two-way audio from the mobile device or computer calling application for hands-free conversations. When you connect mobile or computer audio to your conference phone, all participants in a call or conference call (including those connected through a mobile device or computer calling application) can hear and speak to each other.

The 2.5mm audio connector is located on the right-side of your conference phone, behind a door you flip open.

The following figure shows the 2.5mm audio connector on the side of the conference phone. The 2.5mm audio connector has a mobile phone icon above it.



**To connect to audio from a mobile device:**

- >> Connect one end of the optional Mobile Device Cable to the headset jack on your mobile device, and connect the other end to the 2.5mm audio connector on your conference phone.

**Note**

If your conference phone setup has two connected phones, you can attach the Mobile Device Cable to either conference phone.

For information on using your conference phone with a mobile device connection, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available from the [SoundStation IP 7000 Support](#) page.

**To connect to audio from a computer calling application:**

- >> Connect one end (the end with two connectors) of the Computer Calling Cable (contained in the optional Computer Calling Kit) to the sound card on your computer, and connect the other end to the 2.5mm audio connector on your phone.

For information on using your phone with a computer calling application, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available from the [SoundStation IP 7000 Support](#) Web page.

### Audio Connectors on Multi-Interface Module

The Multi-Interface Module has various connectors and ports to connect wireless (lapel) microphones, speakers, and recording devices and computers (to record phone calls). To attach and use audio components, see your system administrator.

## Connecting Optional Video Components

You can connect your phone to a Polycom HDX system or Polycom RealPresence Group system so that your phone can conduct video calls and conferences.

You can connect your phone to the following Polycom HDX systems:

- Polycom® HDX® 4000 series
- Polycom® HDX® 6000 HD
- Polycom® HDX® 7000 series
- Polycom® HDX® 8000 HD
- Polycom® HDX® 9000 series

You can connect your phone to the following Polycom RealPresence Group systems:

- Polycom® RealPresence® Group 300 system
- Polycom® RealPresence® Group 500 system
- Polycom® RealPresence® Group 700 system

For information on how to use your phone when it is connected to a Polycom HDX system or Polycom RealPresence Group system, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available from the [SoundStation IP 7000 Support](#) page. For detailed information on how to use a Polycom HDX system or Polycom RealPresence Group system, see the Polycom HDX system or Polycom RealPresence Group system documentation, which is available by navigating from the [Video Support](#) page. For detailed information on software compatibility between SoundStation IP 7000 phones and Polycom HDX systems and Polycom RealPresence Group systems, see the *Polycom UC Software Administrators' Guide*, available from the [SoundStation IP 7000 Support](#) page.

Before you set up your phone to connect to a Polycom HDX system or Polycom RealPresence Group system, make sure you have the optional Video Kit (containing a Polycom Microphone Array Cable). You use the Polycom Microphone Array Cable to connect your phone to the Polycom HDX system or Polycom RealPresence Group system.

When you connect your phone to a Polycom HDX system or Polycom RealPresence Group system, you do not need to connect your phone to a power source (even if you want to attach Polycom Microphone Arrays to your phone). The Polycom HDX system or Polycom RealPresence Group system provides the power source.

**To connect your phone to a Polycom HDX system or Polycom RealPresence Group system:**

**Note**

You can only connect a single-phone setup to the Polycom HDX system or Polycom RealPresence Group system. That is, you cannot connect two phones together (using the Console Interconnect Cable), and then connect the phones to a Polycom HDX system or Polycom RealPresence Group system.

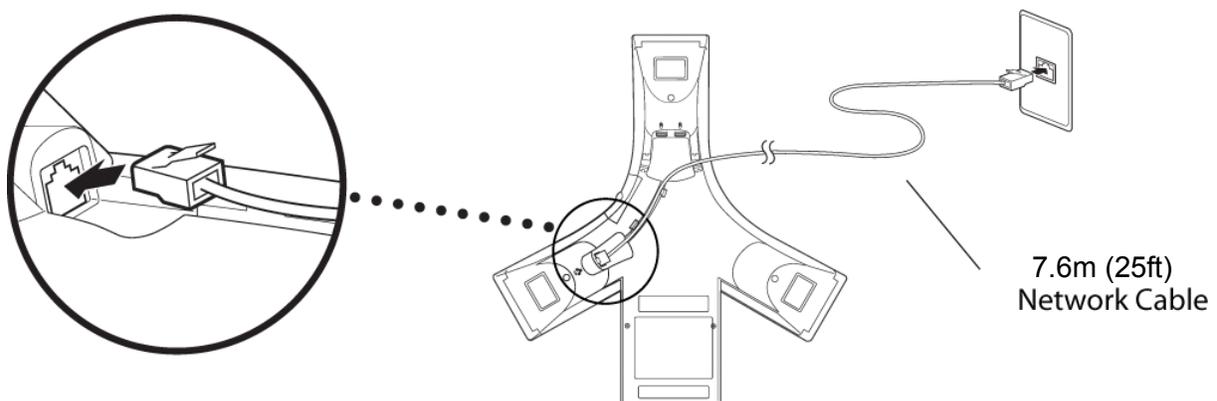
1. (Optional, but highly recommended.) Connect your phone to the network:

**Note**

If you want to use a Multi-Interface Module (to access auxiliary audio connectors), follow the steps for [Connecting Your Phone Using AC Power \(One Phone, with Multi-Interface Module\)](#) on page 1-5, and then go to step 2.

- a Connect the 7.6m (25ft) Network Cable to the LAN jack on your phone.
- b Connect the other end of the 7.6m (25ft) Network Cable to an available LAN port on the wall or hub/switch device port.

The following figure shows how to connect your phone to the network.



2. (Optional.) Connect any optional components to your phone:
  - Connect an analog expansion microphone, or up to two Polycom Microphone Arrays, to one microphone connector on your phone (the other microphone connector on your phone must be available to connect to the Polycom HDX system or Polycom RealPresence Group system). See [Connecting Optional External Microphones](#) on page 1-8.

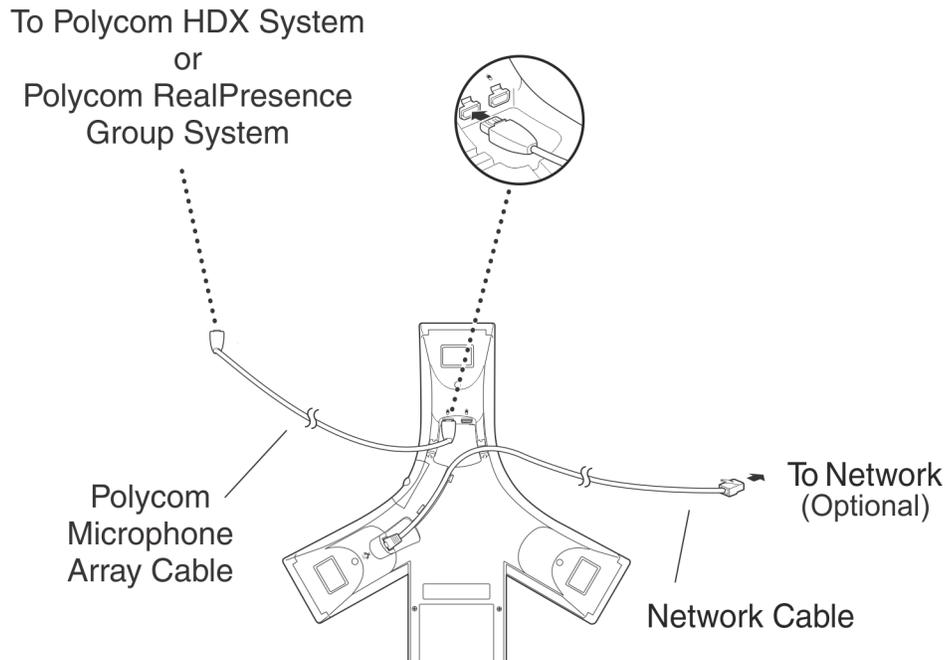
**Note**

You can only attach one analog expansion microphone directly to your phone when your phone is connected to a Polycom HDX system or Polycom RealPresence Group system.

You can only daisy-chain up to two Polycom Microphone Arrays directly to your phone when your phone is connected to a Polycom HDX system or Polycom RealPresence Group system. If you want, you can also connect Polycom Microphone Arrays to the Polycom HDX system or Polycom RealPresence Group system (the exact number depends on the system you have). To find out how many Polycom Microphone Arrays you can connect to your system, go to the [Video Support](#) Web page, and select your system. From your system's Support page, select your system's setup guide, and go to the "optional setup" instructions.

- Connect auxiliary audio components. See [Connecting Optional Auxiliary Audio Components](#) on page 1-11.
3. Connect one end of the Polycom Microphone Array Cable into an available microphone connector on your phone, and connect the other end to the Polycom HDX system or Polycom RealPresence Group system.

The following figure shows how to connect the Polycom Microphone Array Cable to an available microphone connector on your phone. The other end of the cable connects to the Polycom HDX system or Polycom RealPresence Group system.



## Registering Your Phone

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, your phone will be registered with a telephony system and ready to use.

If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

For detailed information on how to register your phone after it's set up, see [Registering Standalone Phones \(Quick Tip 44011\)](#), available from the [Polycom Engineering Advisories and Technical Notifications](#) Support page.

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# Troubleshooting Your Phone Setup

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 7000 conference phone. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- [Installation Configuration](#) on page 2-2
- [Power and Startup](#) on page 2-3
- [Controls](#) on page 2-4
- [Access to Screens and Systems](#) on page 2-5
- [Calling](#) on page 2-6
- [Displays](#) on page 2-7
- [Audio](#) on page 2-7
- [Overall Functioning](#) on page 2-8

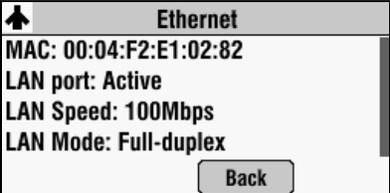
To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see [Testing Phone Hardware](#) on page 2-8.

If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar. You can view details about phone issues from the Warnings screen. For more information, see [Investigating Phone Warnings](#) on page 2-8.

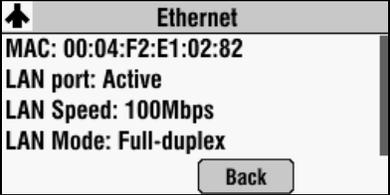
## Installation Configuration

Symptom	Problem	Corrective Action
<p>The display shows:</p> <p>“General configuration error Unsupported configuration Undo last configuration change”</p>	<p>The phone installation configuration is not supported.</p>	<p>Verify that you have installed the phone(s) and any components correctly:</p> <ul style="list-style-type: none"> <li>• Check that no more than two phones are connected together.</li> <li>• Check that no more than two expansion microphones are installed. If your conference room setup has two connected phones, check that only one expansion microphone is installed.</li> <li>• Refer to <a href="#">Installing Your Phone</a> on page 1-3.</li> <li>• Contact your system administrator.</li> </ul>
<p>The display shows:</p> <p>“Daisy-Chaining Error: Multiple Ethernet cables Connect only one Ethernet cable”</p>	<p>More than one 3.6m (12ft) Network Cable (10-pin) has been connected to a phone installation.</p>	<p>Connect only one 3.6m (12ft) Network Cable (10-pin) to the multiple phone installation. See <a href="#">Installing Your Phone</a> on page 1-3.</p>

## Power and Startup

Symptom	Problem	Corrective Action
<p>The display shows: "Network Link is Down"</p>	<p>The network cable is not properly connected.</p>	<p>Verify that the network cable is properly connected:</p> <ul style="list-style-type: none"> <li>• Check the cable termination at the switch or hub (furthest end of the cable from the phone).</li> <li>• Check that the switch or hub is operational (flashing link/status lights).</li> <li>• Press the <b>Menu</b> key, and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet screen, scroll to <b>LAN port</b> and verify that it is Active.</li> </ul>  <ul style="list-style-type: none"> <li>• To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.</li> <li>• Contact your system administrator.</li> </ul>

## Controls

Symptom	Problem	Corrective Action
<p>The dial pad does not work.</p>	<p>The dial pad on the phone does not respond.</p>	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Check for a response from other feature keys.</li> <li>• Place a call to the phone from a known working telephone. Check for display updates.</li> <li>• Check if the LAN port is active or inactive. Press the <b>Menu</b> key, and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet screen, scroll to <b>LAN port</b> and verify that it is Active.</li> </ul>  <ul style="list-style-type: none"> <li>• Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port is operational (if not accessible, contact your system administrator).</li> </ul> <p><b>Note:</b> Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot the phone in more detail before restarting the phone and losing current status information.</p>

## Access to Screens and Systems

Symptom	Problem	Corrective Action
<p>There is no response when you press a feature key.</p>	<p>The phone is not in an active state.</p>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Press the keys more slowly.</li> <li>• Call the phone to confirm that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Directory or Buddy Status screens, for example.</li> <li>• To confirm the line is actively registered to the call server, press the <b>Menu</b> key, and then select <b>Status &gt; Lines &gt; Line Information</b>. From the Line Information screen, verify that your phone line is registered.</li> </ul> <div data-bbox="1019 856 1409 1052" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>Line Information</b></p> <p>Line: 1951 (Registered 00:38:42) Server-1: r13as1:0</p> <p style="text-align: center; margin-top: 10px;"><b>Back</b></p> </div> <ul style="list-style-type: none"> <li>• To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.</li> </ul>
<p>The display shows: "Network Link is Down"</p>	<p>The network cable is not properly connected.</p>	<p>See <a href="#">Power and Startup</a> on page 2-3.</p>

## Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the phone.	<p>Verify that power is correctly applied to the phone:</p> <ul style="list-style-type: none"> <li>• Check that the display is illuminated.</li> <li>• Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</li> </ul>
There is no audible ringing.	Ring setting or volume is low.	<p>Verify incoming ring setting and volume level:</p> <ul style="list-style-type: none"> <li>• To adjust the ringer volume, press either  or  when the phone is in the idle state.</li> <li>• Check that the ring type selected is not set to Silent Ring. (For more information, see the <i>User Guide for the Polycom SoundStation IP 7000 Phone</i>, available from the <a href="#">SoundStation IP 7000 Support Web page</a>.)</li> </ul>
	Outbound or inbound calling is unsuccessful.	Place a call to the phone under investigation. Check that the display indicates incoming call information.
<p>A “hollow” phone icon displays at the top left of the screen.</p> 	The phone is not registered to a server.	Ask your system administrator to register the phone to a server.

## Displays

Symptom	Problem	Corrective Action
<p>There is no display.</p> <p>The display is incorrect.</p> <p>The display has bad contrast.</p>	<p>Power is not correctly applied to the phone.</p>	<p>Verify that power is correctly applied to the phone:</p> <ul style="list-style-type: none"> <li>• Check that the display is illuminated.</li> <li>• Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</li> <li>• If your phone uses in-line power, have your system administrator check that the switch is supplying power to the phone.</li> </ul>
	<p>The contrast needs adjustment.</p>	<p>Adjust the screen contrast. (See the <i>User Guide for the Polycom SoundStation IP 7000 Phone</i>, available from the <a href="#">SoundStation IP 7000 Support Web page</a>.)</p>
<p>The display is flickering.</p>	<p>Certain types of older fluorescent lighting cause the display to appear to flicker.</p>	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Move the phone away from the lights.</li> <li>• Replace the lights.</li> </ul>

## Audio

Symptom	Problem	Corrective Action
<p>The speaker has no audible sound.</p>	<p>Speaker volume is low.</p>	<p>Adjust the speaker volume. During a call, press either  or .</p>

## Overall Functioning

Symptom	Problem	Corrective Action
The phone is malfunctioning.	<p>The phone may need to be restarted.</p> <p><b>Note:</b> If your phone malfunctions, you may be able to restore normal operation without restarting it. Before you restart your phone, contact your system administrator.</p> <p><b>Note:</b> Call lists are automatically cleared when you restart your phone.</p>	<p>Restart the phone:</p> <ol style="list-style-type: none"> <li>1. Press , and then select <b>Settings &gt; Basic &gt; Restart Phone.</b></li> <li>2. To confirm the restart, press the <b>Yes</b> soft key.</li> </ol> <p>The restart process begins. The process ends when the idle screen displays.</p>

## Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, keypad mappings, display, and LEDs. See your system administrator for instructions on how to perform these tests.

### To test your phone hardware:

>> Press , and then select **Status > Diagnostics > Test Hardware > Audio Diagnostics, Keypad Diagnostics, Display Diagnostics, or LED Diagnostics.**

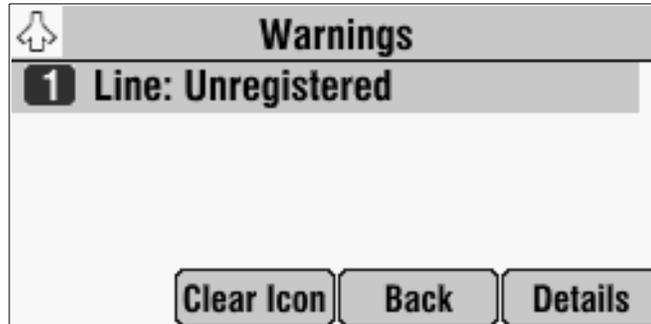
## Investigating Phone Warnings

If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar. The warning icon lets you know that your phone has one or more issues that you should know about. You can view information about phone issues from the Warnings screen.

### To view a detailed list of phone issues:

>> Press , and then select **Status > Diagnostics > Warnings.**

The Warnings screen displays (as shown next), listing any phone issues. To view details, scroll to a warning and press the **Details** soft key.



After you view the phone warnings, you can press the **Clear Icon** soft key to remove the icon from the status bar. The warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.



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# Safety Notices

## Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

## Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

All rights reserved under International and Pan-American Copyright Conventions. No part of the contents of this manual may be copied, reproduced, or transmitted in any form or by any means, or translated into another language or format, in whole or part, without written consent from Polycom, Inc. Do not remove (or allow anybody else to remove) any product identification, copyright or other notices.

## Limitations of Liability

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

### **Polycom Limited Warranty and Limitation Liability**

LIMITED WARRANTY. Polycom warrants to the end user (“Customer”) that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom’s sole obligation under this express warranty is at Polycom’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

### **Exclusions**

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom’s installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer’s control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

### **Warranty Exclusive**

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER’S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM’S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

## Safety and Compliance

### Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

### Class A Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

### Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

### Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

### Industry Canada (IC)

This Class [A] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [A] est conforme à la norme NMB-003 du Canada.

### CE and VCCI Mark

This SoundStation IP 7000 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

### Safety and Compliance (continued)

#### CE Mark R & TTE Directive (EU only)

Polycom (UK) Ltd tímto prohlašuje, že tento SoundStation IP 7000 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr SoundStation IP 7000 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät SoundStation IP 7000 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Käesolevaga kinnitab Polycom (UK) Ltd seadme SoundStation IP 7000 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

Hereby, Polycom (UK) Ltd. declares that this SoundStation IP 7000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Por medio de la presente Polycom (UK) Ltd declara que el SoundStation IP 7000 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ SoundStation IP 7000 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/EK.

Par la présente Polycom (UK) Ltd déclare que l'appareil SoundStation IP 7000 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Con la presente Polycom (UK) Ltd dichiara che questo SoundStation IP 7000 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Hér með lýsir Polycom (UK) Ltd yfir því að SoundStation IP 7000 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Ar šo Polycom (UK) Ltd deklare, ka SoundStation IP 7000 atbilst Direktivas 1999/5/EK būtiskajam prasibam un citiem ar to saistitajiem noteikumiem.

Šiuo Polycom (UK) Ltd deklaruoja, kad šis SoundStation IP 7000 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Hierbij verklaart Polycom (UK) Ltd dat het toestel SoundStation IP 7000 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan SoundStation IP 7000 jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Direttiva 1999/5/EC.

Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a SoundStation IP 7000 megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

Polycom (UK) Ltd erklærer herved at utstyret SoundStation IP 7000 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Niniejszym Polycom (UK) Ltd oświadcza, że SoundStation IP 7000 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Polycom (UK) Ltd declara que este SoundStation IP 7000 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Polycom (UK) Ltd tímto vyhlasuje, že SoundStation IP 7000 splna základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Polycom (UK) Ltd vakuuttaa täten että SoundStation IP 7000 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Härmed intygar Polycom (UK) Ltd att denna SoundStation IP 7000 står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

### Safety and Compliance (continued)

この装置は、クラスA 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI- A

#### 사용자 안내문

#### A 급기기(업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

#### **WARNING Electrical Safety**

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

#### **Russian Compliance**

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. DoC # СПД-5080. Expiry 02/24/2014.

#### **New Zealand Telepermit**

Polycom SoundStation IP 7000 Handsfree VoIP Conference Telephone PTC 216/08/011

#### PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

#### **Australia**

Warning: This equipment will not operate when mains power fails.

#### **Restriction of Hazardous Substances (RoHS)**

All Polycom products comply with the requirements of the EU Directive Restriction of Hazardous Substances (RoHS) 2002/95/EC. Statements of compliance can be obtained from [TypeApproval@polycom.com](mailto:TypeApproval@polycom.com).

### Safety and Compliance (continued)

#### Waste Electrical and Electronic Equipment (WEEE)



All Polycom products that fall within the scope of the EU Directive Waste Electrical and Electronic Equipment (WEEE) 2002/96/EC carry the crossed wheeled bin symbol which advises customers not to dispose of electronic products in the domestic waste stream but to recycle them safely as e-waste.

#### Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Details can be found at <http://www.polycom.com/company/about-us/recycle-program.html>.

#### Operating Ambient Conditions:

- Operating temperature: 32 - 104°F (0 - 40°C)
- Relative humidity: 20%-85% (noncondensing)
- Storage temperature: -22 - 131°F (-30 - 55°C)